

Revision History

All changes subsequent to the initial release of this manual are listed below. Please update the original manual with the pages entered under the Revised Pages column.

Date	Revised Pages	Patch Number	Description
02/2002	i.-ii.; v.-xii.; (1)-2; 9-(10), 13-(16); 38a-38b 93-94*, (147)-(150); 193-194; (3)-6*, 75- (76)*, (161b)- 162*, 167- (168)*, (185)- 186, 190a,190b.	PSO*7*97	Reissued corrected pages released with patches PSO*7*71 and PSO*7*80. Corrected PSO*7*80 release date and updated changed/unchanged pages listed in Revision History; Corrected Table of Contents typographical errors (change page document only), added patch number to footer (full manual); Corrected revised date for Technical Manual/Security Guide; Corrected error in header (pp. 9, 13 and 15); Corrected page numbering in full manual only; Renumbered subsections and corrected order of options to match menu list (pp. 148-149 only); Update Index for <i>Free Text Dosage Report</i> ; Corrected footer information (date and patch number). * indicates full manual ok, corrections needed only in Change Page document.
11/26/01	i., (ii., v.-xii., (1)-4, 5-6 37-38f (55)-(58), 61-(64), 69, 69a-b, 70, 75-78, 91-94, (119)-120, (123)-124b, 125-126, (129)-132 (145)-148, 157-(162), 167-168b 185-186 190a-190b	PSO*7*71 PSO*7*80 PSO*7*71 PSO*7*80 PSO*7*71	Updated Revision History and Table of Contents. Combined Copay menu <i>Remove Copay Charge</i> and <i>Reset Copay Status</i> options into a <i>Reset Copay Status/Cancel Charges</i> option. Updated Output Reports Menu Completely revised Section 6. "Handling Copay Charges." Inserted new " <i>Free Text Dosage Report</i> [PSO DOSAGE REPORT]" option and adjusted subsequent report sections. Updated sections in "Outpatient Pharmacy Manager Menu", "Pharmacist Menu", and "Pharmacy Technician's Menu" on copay checks, release functions and activity logs. Included expanded explanation of the CONJUNCTION field and that a default QTY is not calculated when EXCEPT is used in a complex order. Included unchanged pages needed for two-sided copying (shown in parentheses). NOTE: Inserted additional text shifted some unchanged text from original page locations.
09/24/01	All pages	N/A	Complete revision. Added Revision History Page. Re-formatted the entire manual to meet national and local documentation standards. Updated <i>Rx Processing</i> and <i>Patient Prescription Processing</i> options to reflect changes from the Pharmacy Ordering Enhancements (POE) project, for Outpatient Pharmacy, patch PSO*7*46. Updated Appendix A, "Creating the Sig," and added Appendix B, "Calculating Qty."

Revision History

Date	Revised Pages	Patch Number	Description
12/97			Original release of V. 7.0 User Manual.

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Introduction

The Outpatient Pharmacy (OP) software provides a way to manage the medication regimen of veterans seen in the outpatient clinics and to monitor and manage the workload and costs in the Outpatient Pharmacy. The Pharmacy Ordering Enhancements (POE) project (patch PSO*7*46 for Outpatient Pharmacy) improves the flow of orders between Inpatient and Outpatient Pharmacy as well as between Computerized Patient Record System (CPRS) and backdoor pharmacy.

The primary benefits to the veteran are the assurance that he or she is receiving the proper medication and the convenience of obtaining refills easily. The clinicians and pharmacists responsible for patient care benefit from a complete, accurate, and current medication profile available at any time to permit professional evaluation of treatment plans. Utilization, cost, and workload reports provide management cost controlling tools while maintaining the highest level of patient care.

Special Notations and Conventions

Certain symbols and formats are used in this manual to make it easier to read.



Required security key. This picture is shown for options that are locked and cannot be used unless the user holds the correct security key.



Take note. Helpful hints and information will be noted with this picture.

- Important notices may be enclosed in a box.

- Menu options will be shown in italics, for example: *Patient Prescription Processing*.
- Screen captures, or examples of what the user should see on the computer screen, will be shaded.
- Responses typed in by the user will be shown as bolded and underlined.

Select Orders by number: (1-6) : **5**

- **<Enter>** will be shown on examples when the user can press the Enter or Return key instead of typing in a response. Pressing the Enter key will accept any default value shown to the left of the double slash (/).

All Patients or Single Patient: (A/S/E) : SINGLE// **<Enter>** SINGLE

Question marks. On-line help can be displayed by typing in one, two, or three question marks. One question mark will show a brief explanation. Two question marks will display more information and hidden actions. Three question marks will provide the most detail, which may include a list of possible responses.

Related Manuals

Outpatient Pharmacy V. 7.0 Release Notes

Outpatient Pharmacy V. 7.0 Technical Manual/Security Guide (revised November 2001)

Computerized Patient Record System Installation Guide

Computerized Patient Record System Set-up Guide

Pharmacy Ordering Enhancements (POE) Implementation Guide

Pharmacy Ordering Enhancements (POE) Installation Guide

Pharmacy Ordering Enhancements (POE) Phase Two Release Notes

Outpatient Medication Copay Release Notes

Outpatient Pharmacy V. 7.0 Menus

Outpatient Pharmacy Manager Menu

Archiving ...

- Find
- Save to Tape
- Tape Retrieval
- Archive to File
- File Retrieval
- Purge
 - **> Out of order: Unavailable - Under Construction
- List One Patient's Archived Rx's
- Print Archived Prescriptions

Autocancel Rx's on Admission

Bingo Board ...

- BM Bingo Board Manager ...
 - Enter/Edit Display
 - Auto-Start Enter/Edit
 - Print Bingo Board Statistics
 - Print Bingo Board Wait Time
 - Purge Bingo Board Data
 - Start Bingo Board Display
 - Stop Bingo Board Display
- BU Bingo Board User ...
 - Enter New Patient
 - Display Patient's Name on Monitor
 - Remove Patient's Name from Monitor
 - Status of Patient's Order

Change Label Printer

Clozapine Pharmacy Manager ...

- Display Lab Tests and Results
- Edit Data for a Patient in the Clozapine Program
- List of Override Prescriptions
- Register Clozapine Patient

Copay Menu ...

- CHAMPUS Billing Exemption
- Exempt Rx Patient Status from Copayment
- Reset Copay Status/Cancel Charges

DUE Supervisor ...

- 1 Enter a New Answer Sheet
- 2 Edit an Existing Answer Sheet
- 3 Create/Edit a Questionnaire
- 4 Batch Print Questionnaires
- 5 DUE Report

Enter/Edit Clinic Sort Groups

External Interface Menu ...

- Purge External Batches
- Reprint External Batches
- View External Batches

Label/Profile Monitor Reprint

Maintenance (Outpatient Pharmacy) ...

- Site Parameter Enter/Edit
- Edit Provider
- Add New Providers
- Queue Background Jobs
- Autocancel Rx's on Admission
- Bingo Board Manager ...
 - Enter/Edit Display
 - Auto-Start Enter/Edit
 - Print Bingo Board Statistics
 - Print Bingo Board Wait Time
 - Purge Bingo Board Data
 - Start Bingo Board Display
 - Stop Bingo Board Display
- Edit Data for a Patient in the Clozapine Program
- Enter/Edit Clinic Sort Groups
- Initialize Rx Cost Statistics
- Edit Pharmacy Intervention
- Delete Intervention
- Auto-delete from Suspense
- Delete a Prescription
- Expire Prescriptions
- Manual Auto Expire Rxs
- Prescription Cost Update
- Purge Drug Cost Data
- Purge External Batches
- Recompile AMIS Data

Medication Profile

Output Reports ...

- Action Profile (132 COLUMN PRINTOUT)
- Alpha Drug List and Synonyms
- AMIS Report
- CMOP Controlled Substance Rx Dispense Report
- Commonly Dispensed Drugs
- Cost Analysis Reports ...
 - Clinic Costs
 - Division Costs by Drug
 - Drug Costs
 - Drug Costs by Division
 - Drug Costs by Division by Provider

- Drug Costs by Provider
- High Cost Rx Report
- Patient Status Costs
- Pharmacy Cost Statistics Menu ...
 - Pharmacy Statistics
 - Sort Statistics By Division
- Provider by Drug Costs
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- Request Statistics
- Daily AMIS Report
- Drug List By Synonym
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- List Prescriptions on Hold
- Management Reports Menu ...
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 - All Reports
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 - Type of Prescriptions Filled
 - Date Range Recompile Data
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 - All Reports
 - Cost of Prescriptions
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 - Type of Prescriptions Filled
 - One Day Recompile Data
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- Medication Profile
- Monthly Drug Cost
- Narcotic Prescription List
- Non-Formulary List
- Poly Pharmacy Report
- Released and Unreleased Prescription Report
- Pharmacy Intervention Menu ...**
 - Enter Pharmacy Intervention
 - Edit Pharmacy Intervention
 - Print Pharmacy Intervention
 - Delete Intervention
 - View Intervention
- Process Drug/Drug Interactions**
- Release Medication**
- Return Medication to Stock**

Rx (Prescriptions) ...

- Patient Prescription Processing
- Barcode Rx Menu ...
 - Barcode Batch Prescription Entry
 - Check Quality of Barcode
- Complete Orders from OERR
- Discontinue Prescription(s)
- Edit Prescriptions
- List One Patient's Archived Rx's
- Reprint an Outpatient Rx Label
- View Prescriptions

Supervisor Functions ...

- Add New Providers
- Daily Rx Cost
- Delete a Prescription
- Edit Provider
- Initialize Rx Cost Statistics
- Inter-Divisional Processing
- Inventory
- Lookup Clerk by Code
- Monthly Rx Cost Compilation
- Pharmacist Enter/Edit
- Purge Drug Cost Data
- Recompile AMIS Data
- Site Parameter Enter/Edit
- View Provider

Suspense Functions ...

- Auto-delete from Suspense
- Change Suspense Date
- Count of Suspended Rx's by Day
- Delete Printed Rx's from Suspense
- Log of Suspended Rx's by Day (this Division)
- Print from Suspense File
- Pull Early from Suspense
- Reprint Batches from Suspense

Update Patient Record

Verification ...

- List Non-Verified Scripts
- Non-Verified Counts
- Rx Verification by Clerk

Pharmacy Technician's Menu

Bingo Board User ...

- Enter New Patient
- Display Patient's Name on Monitor
- Remove Patient's Name from Monitor
- Status of Patient's Order

Change Label Printer

DUE User ...

- 1 Enter a New Answer Sheet
- 2 Edit an Existing Answer Sheet
- 3 Batch Print Questionnaires

Medication Profile

Patient Prescription Processing

Pull Early from Suspense

Release Medication

Update Patient Record

(Page added for two-sided copying)

Entering Actions

Actions are entered by typing the name(s), or synonym(s) at the "Select Item(s)" prompt. In addition to the various actions that may be available specific to a particular option, List Manager provides generic actions applicable to any List Manager screen. A double question mark (??) may be entered at the "Select Action" prompt for a list of all actions available. The following is a list of generic List Manager actions with a brief description. The synonym for each action is shown in brackets following the action name. Entering the synonym is the quickest way to select an action. Outpatient Pharmacy hidden actions are displayed with the letters (OP) next to the action.

Action	Description
Next Screen [+]	move to the next screen (may be shown as a default).
Previous Screen [-]	move to the previous screen.
Up a Line [UP]	move up one line.
Down a Line [DN]	move down one line.
Shift View to Right [>]	move the screen to the right if the screen width is more than 80 characters.
Shift View to Left [<]	move the screen to the left if the screen width is more than 80 characters.
First Screen [FS]	move to the first screen.
Last Screen [LS]	move to the last screen.
Go to Page [GO]	move to any selected page in the list.
Re Display Screen [RD]	redisplay the current.
Print Screen [PS]	prints the header and the portion of the list currently displayed.
Print List [PL]	prints the list of entries currently displayed.
Search List [SL]	finds selected text in list of entries.
Auto Display (On/Off) [ADPL]	toggles the menu of actions to be displayed/not displayed automatically.
Quit [QU]	exits the screen (may be shown as a default).

Outpatient Pharmacy Hidden Actions

The OP hidden actions will display with the previous hidden actions once a completed or finished order is selected and a double question mark (??) is entered at the "Select Action" prompt.

The following hidden actions appear on the prescription profile screen and can only be applied to one order at a time.

Activity Logs [AL]	displays the Activity Logs.
Copy [CO]	allows the user to copy and edit an order.
DIN	displays available drug restriction/guideline information for the Dispense Drug and Orderable Item associated with the selected medication order.
Hold [HD]	places an order on a hold status.
Other OP Actions [OTH]	allows the user to choose from the following sub-actions: Progress Note [PN], Action Profile [AP], Print Medication Instructions [MI], or Display Orders' Statuses [DO].
Patient Information [PI]	shows patient information, allergies, adverse reactions, and pending clinic appointments.
Pull Rx [PP]	action taken to pull prescription(s) early from suspense.
Reprint [RP]	reprints the label.
Unhold [UH]	removes an order from a hold status.
Verify [VF]	allows the pharmacist to verify an order a pharmacy technician has entered.

Speed Actions

These OP actions are referred to as "speed actions" and appear on the medication profile screen. These actions can be applied to one or more orders at a time.

Reprint [RP]	reprints the label.
Renew [RN]	a continuation of a medication authorized by the provider.
Refill [RF]	a second or subsequent filling authorized by the provider.
Discontinue [DC]	status used when an order was made inactive either by a new order or by the request of a physician.
Release [RL]	action taken at the time the order is filled and ready to be given to the patient.
Pull Rx [PP]	action taken to pull prescription(s) early from suspense.
Inpat. Profile [IP]	action taken to view an Inpatient Profile.

Other Outpatient Pharmacy ListMan Actions

Exit [EX]	Exit processing pending orders.
AC	Accept.
BY	Bypass.
DC	Discontinue.
ED	Edit.
FN	Finish.

Other Screen Actions

Edit/Enter Allergy/ADR Data [EA]	provides access to the Adverse Reaction Tracking package to allow entry and/or edit of allergy adverse reaction data for the patient. See the Adverse Reaction Tracking package documentation for more information on allergy/ADR processing.
Detailed Allergy Display [DA]	displays a detailed listing of the selected item from the patient's allergy/ADR list. Entry to the Edit Allergy/ADR Data action is provided with this list also.
Patient Record Update [PU]	allows editing of patient data such as SSN, birthdate, address, phone, outpatient narrative, etc.
New Order [NO]	allows new orders to be entered for the patient.
Exit Patient List [EX]	Exit patient's Patient Information screen so that a new patient can be selected.

6.1. Copay Menu

[PSOCP MENU]

Users with access to this menu option can exempt an Rx Patient Status from copayment or CHAMPUS billing, reset a prescription's copay status, cancel some or all charges for a prescription, and enter/edit responses to medication exemption questions prompted at order entry.

CHAMPUS Billing Exemption
Exempt Rx Patient Status from Copayment
Reset Copay Status/Cancel Charges

6.1.1. CHAMPUS Billing Exemption

[PSOCP CHAMPUS EXEMPTION]

Use this option to select a patient category (Rx Patient Status) to exempt from any CHAMPUS billing.

```
Select Copay Menu Option:  CHAMPUS Billing Exemption

Select RX PATIENT STATUS NAME:  ZZPOW  <Type a "?" at this prompt to list all available
choices

EXEMPT FROM CHAMPUS BILLING:  ?
    Answer YES if this Rx Patient status is to be exempt from Champus billing.
    Choose from:
        0          NO
        1          YES
EXEMPT FROM CHAMPUS BILLING:
```

6.1.2. Exempt Rx Patient Status from Copayment

[PSOCP EXEMPTION]

This option allows users to exempt an Rx Patient Status from copayment. A prescription assigned an Rx Patient Status that has been set as exempt from copay will not be charged copay. A warning is displayed describing the consequences of taking this action and then the user is asked to confirm the change. Holders of the PSORPH or PSO COPAY security key are sent a MailMan message any time the copay exempt status of an Rx Patient Status is changed.

```
Select RX PATIENT STATUS NAME:  Inpatient  <Type "?" at this prompt to list all available choices

EXEMPT FROM COPAYMENT: NO//  Y  YES
        **** WARNING ****

By setting the Exempt from Copayment for the Rx Patient Status of
INPATIENT to 'YES', every prescription entered
with this Rx Patient Status will NOT be charged a Copayment.

A mail message will be sent to PSORPH and PSO COPAY Key holders informing
them of your change.

Are you sure you want to do this? Y//  <Enter>  ES

Setting INPATIENT Rx Patient Status to Exempt from Copayment.
```

The warning displayed when removing the copay exemption from an RX PATIENT STATUS differs slightly.

```
By setting the EXEMPT FROM COPAYMENT for the Rx Patient Status of
OPT NSC to 'NO', prescriptions entered with this Rx
Patient Status from this point on will NOT be exempt from Copayment.
```

A MailMan message is sent to PSO COPAY and PSORPH keyholders whenever the copay exemption status of an Rx Patient Status is changed.

```
Subj: Exempt from Copayment  [#4072] 18 Oct 01 16:29  3 lines
From: OUTPATIENT PHARMACY  In 'IN' basket.  Page 1  *New*
-----
The INPATIENT Rx Patient Status has been marked as
Exempt from Copayment by AUGUSTA,DON.
Every prescription with this Rx Patient Status will not be charged a Copayment.

Enter message action (in IN basket): Ignore//
```

The text differs slightly when the copay exemption is removed.

```
The Exempt from Copayment status has been removed from the
OPT NSC Rx Patient Status by AUGUSTA,DON.
Prescriptions entered with this Rx Patient Status will not be exempt from
Copayment.
```

6.1.3. Reset Copay Status/Cancel Charges [PSOCP RESET COPAY STATUS]

This option combines and enhances the functionality of the previous *Remove Copay Charge* and *Reset Copay Status* options. Three basic functions can be performed with this option:

- The prescription's copay status can be reset.
- Responses to the medication exemption questions can be entered or changed.
- All or selected copay charges can be cancelled.

The actions allowed depend on the copay status of the patient and that of the selected prescription. The user needs to know the prescription number to be changed when accessing this option.

Reset Copay Status

Two methods can be used to change the copay status of a prescription directly. The first method is illustrated below. By entering "Yes" at the "Do you want to reset the status to NO COPAYMENT?" prompt and entering a reason for the reset, the prescription's copay status is changed from COPAY to NO COPAYMENT.

```
Select PRESCRIPTION RX #: 559157          NIACIN (NIASPAN-KOS) 500MG SA TAB

Rx # 559157 is a Copay prescription  <<The Rx's current status is shown.
Do you want to reset the status to NO COPAYMENT? N// YES <<This prompt appears only if there
are no exemption flags set to 'Yes.'

Select Reason for Reset : 15  CHANGE IN ELIGIBILITY

Copay status of this Rx has been reset to NO COPAY.
```


If a Route has not been associated with the Dispense Drug, the default Route of PO or Oral will be displayed. A different Route can be entered at this point if needed. If the abbreviation entered is in the stored list of possible routes, the entry will be expanded in the Sig.

ROUTE: PO// <Enter> ORAL PO MOUTH

A default schedule associated with the drug ordered is displayed. The default can be accepted or a different free text schedule can be entered. Free text entries cannot contain more than two spaces or be more than twenty characters long. Entries will be compared against a list of common abbreviations and expanded if the entry matches. Any entry not found in the list of common abbreviations will be displayed in the Sig as entered.

Schedule: QID// (FOUR TIMES A DAY)

The LIMITED DURATION field is used only when a medication should be taken for a limited period of time. Days are assumed for numeric entries. Follow the number with an “H” to specify hours or an “M” to specify minutes.

NOTE: Do not use this field for Days Supply.

LIMITED DURATION (IN DAYS, HOURS OR MINUTES): 10 (DAYS)

The CONJUNCTION field is used to join dosing sequences in complex orders. Entries are limited to AND, THEN, or EXCEPT. AND is used for concurrent doses, such as “Take 1 tablet every morning AND take 2 tablets at bedtime.” THEN is used for consecutive doses, such as “Take 2 tablets daily for one week THEN take 1 tablet for five days.” EXCEPT is used to describe any dosing sequence that is not routine, such as “Take 1 tablet every day EXCEPT take no tablets Wednesday.” See Appendix B for examples.

CONJUNCTION: <Enter>

Any entry in the PATIENT INSTRUCTIONS field will first be checked to see if it contains any abbreviations that can be expanded. The entry will be added to the end of the Sig, after the dosing information, and the entire Sig will be displayed.

PATIENT INSTRUCTIONS: with food with food
(TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY FOR 10 DAYS WITH FOOD)

A default value for Days Supply based on patient status is displayed. A default quantity is calculated when possible. See Appendix B for more information on this calculation.

DAYS SUPPLY: (1-90): 30// 10
QTY (CAP) : 80// <Enter> 80

The remaining prompts have not changed.

```
COPIES: 1// <Enter> 1
# OF REFILLS: (0-11): 11// 0
PROVIDER: BISMARK, ANDREW
CLINIC: OUTPT NURSE GREEN TEAM
MAIL/WINDOW: WINDOW// <Enter> WINDOW
METHOD OF PICK-UP: <Enter>
REMARKS: <Enter>
ISSUE DATE: TODAY// <Enter> (MAY 30, 2001)
FILL DATE: (5/30/2001 - 6/9/2001): TODAY// <Enter> (MAY 30, 2001)
Nature of Order: WRITTEN// ??
```

Nature of Order Activity	Require E. Signature	Print Chart Copy	Print on Summary
WRITTEN			x
VERBAL	x	x	x
TELEPHONED	x	x	x
SERVICE CORRECTION POLICY		x	x
DUPLICATE			

```
Nature of Order: WRITTEN// <Enter> W
WAS THE PATIENT COUNSELED: NO// y YES
WAS COUNSELING UNDERSTOOD: NO// y YES
```

An option to add a progress note has been added. If “Yes” is entered at this prompt, the progress note entry will begin after the order information has been displayed and confirmed. The order is redisplayed, along with information on any service-connected disabilities on record.

```
Do you want to enter a Progress Note? No// <Enter>
```

```
Rx # 503906          05/30/01
NEBRASKA, NICK      #80
TAKE TWO CAPSULES BY MOUTH FOUR TIMES A DAY FOR 10 DAYS WITH FOOD

AMPICILLIN 250MG CAP
BISMARK, ANDREW      DES MOINES, DIANE
# of Refills: 11

SC Percent: 40%
Disabilities: NONE STATED

Is this Rx for a SERVICE CONNECTED condition? No
```

To determine if the order should be charged copay, eligible copay exemptions for the order are displayed one at a time. The user is asked if it the first applies to the order. In this example, the user is first asked if the order is being prescribed for any of the service-connected conditions displayed. If “Yes” had been entered at this prompt, the fill would have been set for No Copay and no other exemption questions would have been asked. In this example, the patient has reported exposure to Agent Orange during Vietnam-era service.

```
Is this Rx for treatment of Agent Orange Exposure? No

Is this correct? YES// <Enter>

Another New Order for NEBRASKA, NICK? YES//
```

The Activity Logs will appear the same as the OP logs with the exception of the addition of a CMOP Event Log. Here is an example of what the CMOP Event Log will look like.

Rx Activity Log		Jul 06, 1996 09:54:24		Page: 2 of 2	
ILLINOIS, ANNE					
PID: 123-14-1960		Ht (cm): 188.40		(12/02/00)	
DOB: DEC 14, 1960 (34)		Wt (kg): 109.10		(12/02/00)	
CMOP Event Log:					
Date/Time	Rx Ref	TRN-Order	Stat	Comments	
09/17/00@1526	Ref 1	267-4	DISP	NDC: 1234TEST5678	
CMOP Lot#/Expiration Date Log:					
Rx Ref	Lot #	Expiration Date			
Ref 1	1234TST	07/07/00			
Enter ?? for more actions					
Select Action:Quit// <Enter>					

18.1.4. Discontinue Prescription(s) [PSO C]

The *Discontinue Prescription(s)* (previously *Cancel Prescription*) option is used to either discontinue a prescription without deleting its record from the files, or reinstate a prescription discontinued by pharmacy.

18.1.5. Edit Prescriptions [PSO EXEDIT]

This option allows changes to be made to entered orders. Newly entered orders can be edited before release by typing in the corresponding field number. Previously entered orders can be edited by entering the prescription number, then specifying the field to be edited. An asterisk or star (*) is shown in front of each field that will create a new order if it is changed. (See "Patient Prescription Processing-Editing an Order" for an example.)

18.1.6. List One Patient's Archived Rx's [PSO ARCHIVE LIST RX'S]

This option shows the basic patient demographics and the prescription numbers and dates of archiving for archived prescriptions for this patient.

18.1.7. Reprint an Outpatient Rx Label [PSO RXRPT]

The label reprint function allows a single label or many copies of the same label to be reproduced.

18.1.8. View Prescriptions
[PSO VIEW]

The most complete information available for a specific prescription can be viewed with this option. All logs are displayed. The activity log and the copay activity log list the date, reason, prescription reference (Rx Ref), the initiator of the activity, and comments. The label log lists the date, prescription (Rx Ref), the person who printed it, and comments. Prescriptions with a deleted status cannot be viewed.

Rx Activity Log		Jun 08, 2001 11:02:51	Page: 1 of 2
KANSAS, THOMAS T			
PID: 521-33-9521		Ht (cm): 177.80 (02/08/1999)	
DOB: OCT 30, 1970 (30)		Wt (kg): 90.45 (02/08/1999)	
Rx #: 503904 Original Fill Released: 5/25/01			
Routing: Window		Finished by: BISMARK, ANDREW	
Refill Log:			
#	Log Date	Refill Date	Qty Routing Lot # Pharmacist
=====			
There are NO Refills For this Prescription			
Partial Fills:			
#	Log Date	Date	Qty Routing Lot # Pharmacist
=====			
There are NO Partials for this Prescription			
Activity Log:			
#	Date	Reason	Rx Ref Initiator Of Activity
=====			
1	05/25/01		ORIGINAL
Comments: Patient Instructions Not Sent By Provider.			
2	05/25/01	PROCESSED	ORIGINAL BISMARK, ANDREW
Comments: Label never queued to print by User			
Label Log:			
#	Date	Rx Ref	Printed By
=====			
There are NO Labels printed.			
Copay Activity Log:			
#	Date	Reason	Rx Ref Initiator Of Activity
=====			
There's NO Copay activity to report			
[This shows an extended view of what displays on the screen.]			
Enter ?? for more actions			
Select Action: Quit// <Enter>			

If this were a CMOP prescription the prompt will display as follows:

```
Select Activity Log by number
1. Refill      2. Partial    3. Activity
4. Label       5. Copay      6. CMOP Events  7. All Logs: (1-7): 7// 6
```

The Activity Logs will appear the same as the OP logs with the exception of the addition of a CMOP Event Log. An example of what the CMOP Event Log will look like follows.

Rx Activity Log		Jul 06, 1996 09:54:24		Page: 2 of 2	
ILLINOIS, ANNE					
PID: 123-14-1960		Ht (cm): 188.40		(12/02/00)	
DOB: DEC 14,1960 (34)		Wt (kg): 109.10		(12/02/00)	
CMOP Event Log:					
Date/Time	Rx Ref	TRN-Order	Stat	Comments	
=====					
09/17/00@1526	Ref 1	267-4	DISP	NDC: 1234TEST5678	
CMOP Lot#/Expiration Date Log:					
Rx Ref	Lot #	Expiration Date			
=====					
Ref 1	1234TST	07/07/00			
Enter ?? for more actions					
Select Action:Quit// <Enter>					

36.1.4. Discontinue Prescription(s) [PSO C]

The discontinue function is used either to discontinue a prescription without deleting its record from the files, or reinstate a prescription discontinued by pharmacy.

36.1.5. Edit Prescriptions [PSO EXEDIT]

This option allows changes to be made to entered orders. Newly entered orders can be edited before release by typing in the corresponding field number. Previously entered orders can be edited by entering the prescription number, then specifying the field to be edited. An asterisk or star (*) is shown in front of each field that will create a new order if it is changed. (See "Patient Prescription Processing-Editing an Order" for an example.)

36.1.6. List One Patient's Archived Rx's [PSO ARCHIVE LIST RX'S]

This option shows the basic patient demographics and the prescription numbers and dates of archiving for archived prescriptions for this patient.

36.1.7. Reprint an Outpatient Rx Label [PSO RXRPT]

The label reprint function allows a single label or many copies of the same label to be reproduced.

36.1.8. View Prescriptions [PSO VIEW]

View the most complete information available for a specific prescription. The activity log lists the date, reason, prescription reference (Rx Ref), the initiator of the activity, and comments. The label log lists the date, prescription (Rx Ref), the person who printed it, and comments. Prescriptions with a deleted status cannot be viewed.

37. Update Patient Record [PSO PAT]

Using this option the current patient information in the computer can be updated.

38. Verifying Prescriptions

38.1. Verification [PSO VER]

The *Verification* menu is used by pharmacists to verify prescriptions with a non-verified status; obtain a listing of those remaining non-verified prescriptions; or calculate the number of non-verified prescriptions by entering the patient or the clerk.

List Non-Verified Scripts
Non-Verified Counts
Rx Verification by Clerk

If the verification site parameter is set to yes, new prescriptions entered by a non-pharmacist (i.e., someone who does not hold the PSORPH key) will be put in a non-verified status, entered into the non-verified orders file, and will not be made active (nor will labels be printed) until they are reviewed and verified by a pharmacist. Once new and renewed prescriptions for a patient are verified, all labels for that patient will be printed together. If a patient has refills only, these labels will be printed as they are entered.

A pharmacist may choose to verify all entries made by a particular technician rather than all the prescriptions for an individual patient.

Note: Prescriptions in a non-verified status cannot be canceled, edited, or deleted through the usual options. If a non-verified prescription is autocanceled on admission, it can be reinstated, but it returns to the non-verified status.

**38.1.1. List Non-Verified Scripts
[PSO VRPT]**

By using this option the user can obtain a list by patient or entering clerk of all prescriptions remaining in a status of non-verified.

**38.1.2. Non-Verified Counts
[PSO NVCNT]**

This option allows the user to obtain a count of the number of prescriptions remaining in a status of non-verified.

**38.1.3. Rx Verification by Clerk
[PSO VR]**

This option verifies prescriptions in the non-verified status either by patient or by the entering clerk.

Medications with non-numeric dosages, such as ointments and creams, will display non-numeric possible default dosages. Because the dosage is non-numeric, values for dispense units per dose and quantity cannot be calculated.

```
DRUG:      HYDROCORTISONE 0.5% CREAM      DE200      VISN FORM; 30 GM/TUBE (IEN)
...OK? Yes//      (Yes)
Now doing order checks.  Please wait...

Available Dosage(s)
1. SMALL AMOUNT
2. MODERATE AMOUNT
3. LIBERALLY
4. LARGE AMOUNT

Select from list of Available Dosages, Enter Free Text Dose
or Enter a Question Mark (?) to view list: 2 MODERATE AMOUNT

You entered MODERATE AMOUNT is this correct? Yes// <Enter> YES
ROUTE: TOPICAL// TOPICAL
```

A default quantity cannot be calculated for complex orders containing the conjunction “Except.”

Example 2: Using the Copy Action

If a double question mark (??) is entered at the "Select Action" prompt, the hidden actions on the following page will display in the action area.

The following actions are also available:					
AL	Activity Logs (OP)	OTH	Other OP Actions	GO	Go to Page
VF	Verify (OP)	DIN	Drug Restr/Guide (OP)	LS	Last Screen
CO	Copy (OP)	+	Next Screen	PS	Print Screen
RP	Reprint (OP)	-	Previous Screen	PT	Print List
HD	Hold (OP)	<	Shift View to Left	QU	Quit
UH	Unhold (OP)	>	Shift View to Right	RD	Re Display Screen
PI	Patient Information	ADPL	Auto Display(On/Off)	SL	Search List
PP	Pull Rx (OP)	DN	Down a Line	UP	Up a Line
IP	Inpat. Profile (OP)	FS	First Screen		

Copy is a hidden action that is new to Outpatient Pharmacy. Use this action to make a duplicate order. Any field of the newly created order can be edited. The original order will remain active, but the duplicate order check will be processed before the new order can be accepted.

Medication Profile			Jun 12, 2001 14:39:11			Page:		1 of		1
KANSAS, THOMAS T										
PID: 521-33-9521			Ht (cm): 177.80 (02/08/1999)							
DOB: OCT 30,1970 (30)			Wt (kg): 90.45 (02/08/1999)							
#	RX #	DRUG	QTY	ST	ISSUE DATE	LAST FILL	REF REM	DAY SUP		
-----ACTIVE-----										
1	503904\$	AMPICILLIN 250MG CAP	80	E	05-25	05-25	0	10		
2	503886\$	DIGOXIN (LANOXIN) 0.2MG CAP	60	A>	05-07	05-07	5	30		
3	503916	NADOLOL 40MG TAB	60	A>	06-12	06-12	11	30		
-----DISCONTINUED-----										
4	503902	ACETAMINOPHEN 500MG TAB	60	DC>	05-22	05-22	3	30		
Enter ?? for more actions										
PU Patient Record Update				NO New Order						
PI Patient Information				SO Select Order						
Select Action: Quit// <u>SO</u> Select Order										
Select Orders by number: (1-4): 3										

The Order Number can be entered at the "Select Action" prompt instead of "SO".

If an order was entered before patch PSO*7*46 update, the user will be prompted to fill in any missing dosing information needed as illustrated. In this example

```

Edit renewed Rx ? Y// NO

Dosing Instruction Missing!!

Drug: CALCIUM CARBONATE 650MG TAB
TAKE 1 TABLET(S) BY MOUTH THREE TIMES A DAY

FILLED: 04-02-01
ROUTING: WINDOW      PHYS: TRENTON,PATRICIA

Edit renewed Rx ? Y// <Enter> ES
Available Dosage(s)      Apr 02, 2001@10:49:06
    1. 650MG
    2. 1300MG
Select from list of Available Dosages or Enter Free Text Dose: 1 650MG

You entered 650MG is this correct? Yes// <Enter> YES
DISPENSE UNITS PER DOSE(TAB): 1// <Enter> 1
Dosage Ordered: 650MG
ROUTE: PO// <Enter> ORAL      PO MOUTH
Schedule: TID (THREE TIMES A DAY)
LIMITED DURATION (IN DAYS, HOURS OR MINUTES): <Enter>
CONJUNCTION: <Enter>
PATIENT INSTRUCTIONS: <Enter>

(TAKE ONE TAB BY MOUTH THREE TIMES A DAY)

1460971A      CALCIUM CARBONATE 650MG TAB      QTY: 100
# OF REFILLS: 10  ISSUED: 04-02-01
SIG: TAKE ONE TAB BY MOUTH THREE TIMES A DAY

```

41. Pull Early from Suspense

[PSO PNDRX]

This option is used to pull from the suspense file a specific prescription or all prescriptions for a patient early. If a prescription is pulled early using this option, it will not be associated with any printed batch. A label cannot be reprinted with the *Reprint Batches from Suspense* option if the prescription has been pulled early from suspense. Method of Pickup can be edited. The "DELETE FROM SUSPENSE" prompt has been changed to "Pull Rx(s) and Delete from Suspense". This prompt requires a Yes answer to pull the prescriptions, and they will always be deleted from suspense. Since prescriptions that are pulled early from suspense do not belong to any printed batch and cannot be reprinted from suspense, there is no reason to leave them in suspense.

42. Release Medication

[PSO RELEASE]

The *Release Medication* option is used at the time the prescription is filled and ready to be given to the patient. Inventory is decreased, certain fields in the file are updated, and a copay is generated if the action is applicable to the prescription. With this option, prescriptions can be batch processed. Communication is made with the Integrated Funds Control, Accounting and Procurement (IFCAP) and Integrated Billing (IB) software to generate copay charges. IFCAP and IB software handle patient billing, tracking of charges, and payment received.

The copay status of a prescription is re-evaluated whenever a fill is released. Various actions can occur based on changes to the criteria that determine the copay status of a prescription. The actions that may result at the time a fill is released are described below.

1. **No action is taken.** No changes to the criteria that determine copay status of a prescription have occurred.
2. **The copay status of the prescription is automatically reset and an entry is placed in the copay activity log.**

Example: The drug for which the prescription is written is no longer marked for investigational use. The copay status of the prescription is reset from No Copayment to Copay.

3. **The copay status of the prescription is automatically reset, an entry is placed in the copay activity log, and a MailMan message is generated detailing missing information required for user follow up.**

Example: The drug for which the prescription is written is no longer marked for investigational use. The copay status of the prescription is reset from No Copayment to Copay. The patient has been documented as being exposed to environmental contaminants during Persian Gulf War service since the last fill. A MailMan message will be generated informing the user that the 'Is this Rx for treatment of environmental contaminant exposure during the Persian Gulf War?' question must be addressed and documented using the *Reset Copay Status/Cancel Charges* option.

4. **A MailMan message is generated detailing missing information required for user follow-up.**

Example: A veteran is documented as having Agent Orange exposure. Refill #2 for a prescription entered into the system before the new medication copay exemptions took effect on January 1, 2002 is released. The prescription is copay eligible. A MailMan message will be generated informing recipients that the 'Is this Rx for treatment of Vietnam-Era Herbicide (Agent Orange) exposure?' question must be addressed. The copay status of the Rx may change based on the response entered using the *Reset Copay Status/Cancel Charges* option.

Appendix B

Calculating Default Quantity (QTY) values

To calculate a default Quantity value for a prescription, the prescription must have certain attributes:

1. Every dosage of the order must be a Possible Dosage with a valid (numeric) Dispense Units Per Dose.
2. Every dosing sequence of the order must have a Schedule from which to derive a frequency. A frequency can be associated with the Schedule from either the ADMINISTRATION SCHEDULE file or the MEDICATION INSTRUCTION file.
3. A Days Supply value must exist for the order.

If any of the above attributes is missing, a default Quantity cannot be calculated and a value will have to be entered.

To derive a frequency, the software looks first at the Schedule as a whole, including any spaces entered. If the Schedule entry is found in the ADMINISTRATION SCHEDULE file, then the associated frequency, if found, is the frequency used. If this does not happen, then the software searches for a match to the entry in the MEDICATION INSTRUCTION file with an associated frequency. If the Schedule entry does not match as a whole in either file, then the software breaks the Schedule entry into individual words. Each word found in the Schedule goes through the same process just described to determine a frequency. If at the end of this process, only one frequency is found, it is used for the order. If more than one frequency is found, even if they are all the same, then no frequency is applied and a default Quantity cannot be calculated. For example, Schedules of QAM AND NOON and QAM OR NOON could have frequencies of 1440 for QAM and 1440 for NOON. But because of the AND/OR differences in the Schedule the frequency should be different. Since the Schedule is a text entry, the software cannot determine with complete accuracy the intent when multiple frequencies are found.

Orders are classified into four different types when calculating default Quantity values.

1. Simple Dosage Order
2. Complex Dosage Order with all Conjunctions of “AND”
3. Complex Dosage Order with all Conjunctions of “THEN”
4. Complex Dosage Order with Conjunctions of “AND” and “THEN”

A default Quantity will not be calculated for complex orders containing the conjunction EXCEPT. Users must calculate and enter a Quantity for these orders. Users must also review the default value of 30 that is displayed for Days Supply and edit if needed.

The software converts all time values (Days Supply, Frequency, Duration) into minutes and divides the Days Supply or Duration by the Frequency. This value is multiplied by the Dispense Units Per Dose to get the default Quantity value.

NOTE: Some of the Sigs used in the following examples do not make sense for a prescription but are used to illustrate how QTY defaults are calculated. All examples are in days or hours, but the calculations will also work for minutes. When a default QTY ends in a decimal, it is rounded up to the next whole number.

1. Examples of Default Quantity Calculation, Simple Dosage Order

If there is a Duration entered and it is not equal to the Days Supply, then the software will use whichever value is lower in calculating the default Quantity.

a. Simple Order, no Duration given

In this example, the Dispense Units Per Dose is 2 and the Schedule of Q12H (Every 12 hours) has an associated frequency of 720 minutes (12 hours x 60 minutes/hour). Because there is no Duration given, the Days Supply of 30 will be used in the calculation. The software converts the Days Supply into minutes (by multiplying 30 x 1440, the number of minutes in a day) and then divides the Days Supply minutes by the minutes of frequency (43,200/720) to arrive at 60. The software then multiplies that result by the Dispense Units Per Dose (60 x 2) to get a default Quantity value of 120.

```
(TAKE TWO TABLETS BY MOUTH EVERY 12 HOURS)
DAYS SUPPLY: (1-90): 30// <Enter>
QTY (TAB): 120//
```

b. Simple Order, Duration less than Days Supply

In this example, the Duration of 36 hours is used to calculate the QTY of 9 since it is less than the 2 Days Supply (48 hours).

```
(TAKE ONE TABLET BY MOUTH EVERY 4 HOURS FOR 36 HOURS)
DAYS SUPPLY: (1-90): 30// 2
QTY (TAB): 9//
```

c. Simple Order, Days Supply less than Duration

In this example, the QTY of 40 is calculated using the 10 Days Supply because it is less than the 20 days Duration.

```
(TAKE TWO TABLETS BY MOUTH EVERY 12 HOURS FOR 20 DAYS)
DAYS SUPPLY: (1-90): 30// 10
QTY (TAB): 40//
```

d. Simple Order, Days Supply equals Duration

In this example, the Duration is the same as the Days Supply, so the QTY of 40 is calculated based on 20 days.

```
(TAKE TWO TABLETS BY MOUTH EVERY NIGHT FOR 20 DAYS)
DAYS SUPPLY: (1-90): 30// 20
QTY (TAB): 40//
```

5. Example of No Default Quantity Calculation – Complex Order including “EXCEPT”

A default Quantity cannot be calculated for any complex order that includes a dosing sequence using “Except.” The user must calculate and enter the Qty. In this first example, a complex order is entered for 5mg warfarin every day for 14 days followed by 7 days of taking 2.5 mg each day. Days Supply has to be adjusted since the order is for only 21 days.

```
(TAKE TWO TABLETS BY MOUTH EVERY DAY FOR 14 DAYS, THEN TAKE ONE TABLET
EVERY DAY FOR 7 DAYS)
```

```
DAYS SUPPLY: (1-90): 30// 21
```

```
QTY ( TAB ) TAB (GREEN): 35// << Auto Calculation: 2 Tabs * 14 Days + 1 Tab *7 days = 35
```

Starting with the same order, an exception to the second round of dosing is added that does not change the number of days but does change the total number of tablets needed.

```
CONJUNCTION: e EXCEPT << Will also accept “X” or “EX”
```

```
VERB: TAKE
```

```
Available Dosage(s)
```

```
1. 2.5MG
```

```
2. 5MG
```

```
Select from list of Available Dosages, Enter Free Text Dose
or Enter a Question Mark (?) to view list: 5 5MG
```

```
VERB: TAKE
```

```
DISPENSE UNITS PER DOSE(TABLETS): 2//<Enter> 2
```

```
Dosage Ordered: 5MG
```

```
NOUN: TABLETS
```

```
Schedule: 1300// q su (EVERY SU)
```

```
LIMITED DURATION (IN DAYS, HOURS OR MINUTES): <Enter>
```

```
CONJUNCTION: <Enter>
```

```
PATIENT INSTRUCTIONS: <Enter>
```

```
(TAKE TWO TABLETS BY MOUTH EVERY DAY FOR 14 DAYS, THEN TAKE ONE TABLET
EVERY DAY FOR 7 DAYS, EXCEPT TAKE TWO TABLETS EVERY SU)
```

```
DAYS SUPPLY: (1-90): 30// 21
```

```
QTY ( TAB ) TAB (GREEN):
```

```
QTY ( TAB ) TAB (GREEN): 36 << Manual calculation by user: 2*14 days +1*6 days +2 for Sun
```

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